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ABSTRACT

A survey was conducted (spring 1997 semester) with the faculty from the College of Arts and Sciences, University of North Texas (UNT) as a follow up to a focus group study conducted during the fall 1996 semester. Results from the survey echo results of the focus groups. Both studies indicate faculty from the College of Arts and Sciences are interested in: accessing electronic resources from their office or home; accessing journals; and using the Libraries to support their teaching. Examination of the concepts that the survey instrument was designed to probe reveals the following: (1) access to electronic resources; (2) collection use and satisfaction; (3) libraries' support of teaching; (4) libraries' support of research; (5) facility use and satisfaction; (6) service use and satisfaction; (7) how faculty get information about the Libraries; (8) how faculty communicate information to the Libraries. The survey reveals a positive perception of the UNT Libraries' role in supporting teaching and research among the faculty in the College of Arts and Sciences. To encourage a continuation of this and to address the preferences expressed regarding access to electronic resources and concerns expressed regarding access to journals, recommendations include strengthening the current library liaison program to keep the faculty directly informed and continuing efforts to integrate all electronic resources effectively into the campus computer network infrastructure. (AEF)

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ED 420 311

UNT Libraries
College of Arts and Sciences Faculty Survey
Spring 1997

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UNT Libraries
College of Arts and Sciences Faculty Survey
Spring 1997

Executive Summary

During the 1997 spring semester, a survey was conducted with the faculty from the College of Arts and Sciences as a follow up to a focus group study conducted with selected faculty from this College during the 1996 fall semester. Results from the survey echo the results of the focus groups. Both studies indicate faculty from the College of Arts and Sciences are interested in:

1. Accessing electronic resources from their office or home;
2. Accessing journals;
3. Using the Libraries to support their teaching.

Examining the concepts the survey instrument was designed to probe reveals the following:

1. Access to electronic resources.

   Faculty practice is different from preference. 85.6% of the respondents reported physically visiting a library facility to gain access to electronic resources, however 80.1% of the respondents reported they would prefer access from their offices.

2. Collection use and satisfaction.

   Overall the faculty reported satisfaction with the Libraries' collections with the exception of the journal collection. The majority of the respondents (50.4%) reported being dissatisfied with the journal collection.

3. Libraries' support of teaching.

   70.7% of the respondents reported giving assignments to their classes that involved use of information resources available through the UNT Libraries.

4. Libraries' support of research.

   Examining the specific items tied to research (collections, ILL, etc.), the respondents reported being satisfied, with the exception of the journal collection.

5. Facility use and satisfaction.

   The overall response to the items relating to facility use and satisfaction indicate the faculty are satisfied with the UNT Libraries facilities. 100% of the respondents reported that they use the UNT Libraries.

6. Service use and satisfaction.

The overall response to the items relating to service use and satisfaction indicate the faculty are satisfied with the services the UNT Libraries provide. Further, 91.5% of the respondents indicated they believe the UNT Libraries' staff provide knowledgeable assistance and 90.1% of the respondents indicated they believe the UNT Libraries' staff provide friendly service.

7. How faculty get information about the Libraries.

The majority of the respondents (76%) reported getting information about the UNT Libraries from personal contact with library staff. The next most common used method of getting information about the UNT Libraries was through the Home Page. 37% of the respondents reported using this method.

8. How faculty communicate information to the Libraries.

Of all the contact points available to faculty, personal contact with library staff had the highest response. The majority of the respondents (61.6%) had no opinion regarding the University Library Committee and reported little contact (35.6%) with their departmental representative.

The survey reveals a positive perception of the UNT Libraries' role in supporting teaching and research among the faculty in the College of Arts and Sciences. To encourage a continuation of this and address the preferences expressed regarding access to electronic resources and concerns expressed regarding access to journals, the following recommendations are offered:

- Strengthen the current library liaison program to keep the faculty directly informed of how to access electronic resources for their disciplines, the status of the journal collection, and the options available to access journals the Libraries do not physically carry. Faculty indicated that direct personal contact was the most effective means of conveying information to them about the Libraries. The library liaisons could serve a vital role in providing this communication link because of the personal contact they have with faculty.

- Continue efforts to integrate all electronic resources effectively into the campus computer network infrastructure. The faculty want access from their offices and homes. The extent to which the Libraries can work successfully with other campus entities to ensure this access will determine how the faculty view and use the Libraries in the future.

UNT Libraries
College of Arts and Sciences Faculty Survey
Spring 1997

Background

As part of the UNT Libraries' efforts to provide the best possible service to the UNT community and meet the requirements of the Southern Association of Colleges and Schools, a survey schedule has been established. For the 1996/1997 academic year, the College of Arts and Sciences was surveyed by the Libraries. As part of this process, during the 1996 fall semester two focus groups were held with selected faculty from the College of Arts and Sciences to learn more about faculty perceptions of library support for teaching and research, faculty use of library resources and services, and faculty views of future directions for library resources and services to best support teaching and research. Themes identified from these focus groups were then used to design a survey instrument which was administered to all the faculty in the College of Arts and Sciences during the 1997 spring semester.

The results from both the focus groups and survey will be used by the Libraries' Administration as a baseline for strategic decision making to support teaching and research in the College of Arts and Sciences.

This study was designed, administered, and analyzed by Suzanne Byron. Technical assistance was provided by John Jones from University Planning and Karl Ho from Academic Computing Services.

Study Design

During the 1996 fall semester, two focus groups were held with selected faculty from the College of Arts and Sciences to explore faculty perceptions of the Libraries' value to teaching and research and to learn more about what would allow faculty to make greater use of the UNT Libraries. The following major themes emerged from the focus groups:

1. Access to electronic resources;
2. Access to journals;
3. Libraries' role in assisting students.

In addition to these themes, both of the focus groups held in common the perception of expert, helpful, and friendly service from the librarians and library staff.

To probe these themes further and provide all the faculty from the College of Arts and Sciences and opportunity to participate, a survey was developed around the following concepts:

1. Access to electronic resources;
2. Collection use and satisfaction;
3. Libraries' support of teaching;
4. Libraries' support of research;
5. Facility use and satisfaction;
6. Service use and satisfaction;
7. How faculty get information about the Libraries;
8. How faculty communicate information to the Libraries.

As in the focus group study, all faculty from the College of Arts and Sciences were categorized into one of four academic divisions (humanities, natural and physical sciences, professional programs, and social sciences) [Appendix C]. The analysis that follows provides both the overall response to the survey and the discipline specific responses to give a clearer picture of the various faculty needs in this College.

Discussion

Return Rate

The over all return rate for the survey was 17%.

Return Rate by Classification		Return Rate by Discipline Area	
Assistant Professor	24.5%	Humanities	22.6%
Associate Professor	17.5%	Physical & Natural Sciences	32.2%
Professor	16.8%	Professional Program	11.6%
Modified Service	1.4%	Social Sciences	33.6%
Adjunct	2.8%		
Instructor	5.6%		
Lecturer	2.8%		
Teaching Fellow	28.7%		

Item Analysis

Which of the UNT Libraries' facilities do you use?

Electronic Business Library

Overall

3.4% of the respondents reported they use the Electronic Business Library. This is the least used library facility by responding faculty in the College of Arts and Sciences.

Discipline Area

The table below indicates no responding faculty from the humanities areas are using this facility. However, responding faculty from the social sciences areas, professional programs, and the physical and natural sciences areas do make use of this facility.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Electronic Business Library				
Not Used	100.0%	97.9%	94.1%	93.9%
Used		2.1%	5.9%	6.1%

Library Annex

Overall

21.9% of the respondents reported they use the Library Annex.

Discipline Area

The table below indicates responding faculty from all the discipline areas make use of this facility. The faculty from the humanities areas are the largest user of this facility.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Library Annex				
Not Used	72.7%	78.7%	76.5%	81.6%
Used	27.3%	21.3%	23.5%	18.4%

Media Library

Overall

43.8% of the respondents reported they use the Media Library.

Discipline Area

The table below indicates responding faculty from all the discipline areas make use of this facility. The faculty from the humanities areas are the largest user of this facility.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Media Library				
Not Used	33.3%	70.2%	41.2%	63.3%
Used	66.7%	29.8%	58.8%	36.7%

Music Library

Overall

5.5% of the respondents reported they use the Music Library.

Discipline Area

The table below indicates no responding faculty from the social sciences areas are using this facility. However, responding faculty from the humanities areas, professional programs, and the physical and natural sciences areas do make use of this facility.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Music Library				
Not Used	81.8%	97.9%	94.1%	100.0%
Used	18.2%	2.1%	5.9%	

Science & Technology Library

Overall

78.8% of the respondents reported they use the Science & Technology Library. This is the second most used library facility by responding faculty in the College of Arts and Sciences.

Discipline Area

The table below indicates responding faculty from all the discipline areas make use of this facility. The faculty from the physical and natural sciences areas are the largest user of this facility. 100% of the respondents from this discipline group indicated they use this facility.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Science & Technology Library				
Not Used	45.5%		29.4%	22.4%
Used	54.5%	100.0%	70.6%	77.6%

Willis Library

Overall

87.7% of the respondents reported they use the Willis Library. This is the most used library facility by responding faculty in the College of Arts and Sciences.

Discipline Area

The table below indicates responding faculty from all the discipline areas make use of this facility. The faculty from the social sciences areas are the largest user of this facility. 100% of the respondents from this discipline group indicated they use this facility.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Willis Library				
Not Used	3.0%	34.0%	5.9%	
Used	97.0%	66.0%	94.1%	100.0%

Do Not Use UNT Library Facilities

Overall and Discipline Area

100% of the respondents reported they use the UNT Library Facilities.

How do you get information about the UNT Libraries?

Personal Contact with by Departmental Representative

Overall

35.6% of the respondents reported getting information about the UNT Libraries from their Departmental Representative.

Discipline Area

The table below indicates responding faculty from all the discipline areas reported getting information about the UNT Libraries from their Departmental Representative.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Personal Contact with Representative				
Not Used	72.7%	53.2%	52.9%	73.5%
Used	27.3%	46.8%	47.1%	26.5%

Personal Contact with Library Staff

Overall

76% of the respondents reported getting information about the UNT Libraries from personal contact with library staff. Faculty reported this as the most often used means for getting information about the UNT Libraries.

Discipline Area

The table below indicates responding faculty from all the discipline areas reported getting information about the UNT Libraries from personal contact with library staff.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Personal Contact with Library Staff				
Not Used	18.2%	17.0%	29.4%	32.7%
Used	81.8%	83.0%	70.6%	67.3%

Personal Contact with Students

Overall

28% of the respondents reported getting information about the UNT Libraries from personal contact with students. This was one of the least often used means for getting information about the UNT Libraries.

Discipline Area

The table below indicates responding faculty from all the discipline areas reported getting information about the UNT Libraries from personal contact with students.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Personal Contact with Students				
Not Used	66.7%	72.3%	70.6%	73.5%
Used	33.3%	27.7%	29.4%	26.5%

UNT Libraries Newsletter

Overall

33.6% of the respondents reported getting information about the UNT Libraries from the UNT Libraries Newsletter.

Discipline Area

The table below indicates responding faculty from all the discipline areas reported getting information about the UNT Libraries from the UNT Libraries Newsletter.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
UNT Libraries Newsletter				
Not Used	54.5%	74.5%	52.9%	71.4%
Used	45.5%	25.5%	47.1%	28.6%

UNT Libraries Home Page

Overall

37% of the respondents reported getting information about the UNT Libraries from the UNT Libraries Home Page. Faculty reported this as the second most often used means for getting information about the UNT Libraries.

Discipline Area

The table below indicates responding faculty from all the discipline areas reported getting information about the UNT Libraries from the UNT Libraries Home Page.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
UNT Libraries Home Page				
Not Used	69.7%	68.1%	47.1%	59.2%
Used	30.3%	31.9%	52.9%	40.8%

Other

Overall

10.3% of the respondents reported getting information about the UNT Libraries from other sources than those provided on the survey. Faculty reported this as the least used means for getting information about the UNT Libraries.

Discipline Area

The table below indicates responding faculty from all the discipline areas reported getting information about the UNT Libraries from other sources than those provided on the survey.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Other				
Not Used	84.8%	91.5%	88.2%	91.8%
Used	15.2%	8.5%	11.8%	8.2%

How do you access the UNT Libraries' electronic resources?

Overall

The table below represents how the respondents are currently accessing electronic resources. The major use is on campus either in a library facility or from the faculty member's office.

Office	Home	Physically Visit Library Facility
72.6%	29.5%	85.6%

By Discipline Area

The table below represents how the respondents are currently accessing electronic resources based on discipline areas. For all areas, the major use is on campus either in a library facility or from the faculty member's office. The professional programs and social sciences areas report the most use from their offices.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Office				
Not Used	45.5%	29.8%	11.8%	18.4%
Used	54.5%	70.2%	88.2%	81.6%
Home				
Not Used	66.7%	74.5%	70.6%	69.4%
Used	33.3%	25.5%	29.4%	30.6%
Physically Visit Library				
Not Used	9.1%	21.3%	17.6%	10.2%
Used	90.9%	78.7%	82.4%	89.8%

How would you prefer to access the UNT Libraries electronic resources?

Overall

The table below represents how the respondents would prefer accessing electronic resources. It is significant to note the difference between preference and current practice. The majority of the respondents would prefer to access electronic resources from their office or home. However, the current practice is primarily through a library facility.

Office	Home	Physically Visit Library Facility
80.1%	59.6%	51.4%

By Discipline Type

The table below represents how the respondents would prefer accessing electronic resources based on discipline areas. Faculty in the physical and natural sciences, professional programs and social sciences reported their greatest preference as working from their offices. Faculty in the humanities reported their greatest preference as working from a library facility.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Office				
Not Used	33.3%	17.0%	17.6%	14.3%
Used	66.7%	83.0%	82.4%	85.7%
Home				
Not Used	30.3%	40.4%	52.9%	42.9%
Used	69.7%	59.6%	47.1%	57.1%
Physically Visit Library				
Not Used	27.3%	55.3%	58.8%	53.1%
Used	72.7%	44.7%	41.2%	46.9%

Do you give assignments to your classes that involved use of information resources available through the UNT Libraries?

Overall

70.7% of the respondents reported giving assignments to their classes that involved use of information resources available through the UNT Libraries.

By Discipline Type

The table below indicates responding faculty from all the discipline areas reported giving assignments that involved use of information resources available through the UNT Libraries. Faculty from professional programs, the humanities, and the social sciences reported doing this the most. Faculty from the physical and natural sciences reported doing this the least.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Assignments Involving Library Use				
no	15.2%	52.2%	12.5%	22.2%
yes	84.8%	47.8%	87.5%	77.8%

Degree of satisfaction or dissatisfaction with various aspects of the UNT Libraries.

Weekday Hours

Overall

The table below represents the respondents' satisfaction with the UNT Libraries' weekday hours. The majority of the respondents reported being satisfied. Respondents also reported being the most satisfied with the weekday hours as compared to the weekend, summer and break hours.

Rating	Percent
Overall Satisfaction	88.7%
Satisfied	34.5%
Very Satisfied	54.2%
Overall Dissatisfaction	3.5%
Dissatisfied	3.5%
Very Dissatisfied	0%
No Opinion	7.7%

Discipline Area

The table below represents the respondents' satisfaction with the UNT Libraries' weekday hours by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Weekday Hours				
No opinion	6.5%	10.9%	12.5%	4.1%
Dissatisfied	6.5%	6.5%		
Satisfied	25.8%	39.1%	50.0%	30.6%
Very Satisfied	61.3%	43.5%	37.5%	65.3%

Weekend Hours

Overall

The table below represents the respondents' satisfaction with the UNT Libraries' weekend hours. Overall, the respondents were satisfied with the weekend hours, but less so than with the weekday hours.

Rating	**Percent**
Overall Satisfaction	76%
Satisfied	40.8%
Very Satisfied	35.2%
Overall Dissatisfaction	13.4%
Dissatisfied	10.6%
Very Dissatisfied	2.8%
No Opinion	10.6%

Discipline Area

The table below represents the respondents' satisfaction with the UNT Libraries' weekend hours by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Weekend Hours				
No opinion	9.7%	13.0%	12.5%	8.2%
Very dissatisfied	6.5%	2.2%		2.0%
Dissatisfied	6.5%	8.7%	6.3%	16.3%
Satisfied	35.5%	45.7%	50.0%	36.7%
Very Satisfied	41.9%	30.4%	31.3%	36.7%

Summer Hours

Overall

The table below represents the respondents' satisfaction with the UNT Libraries' summer hours. The majority of the respondents reported being satisfied. However, the respondents reported being less satisfied with the summer hours as compared to the weekday and weekend hours.

Rating	**Percent**
Overall Satisfaction	68.5%
Satisfied	46.4%
Very Satisfied	22.1%
Overall Dissatisfaction	12.9%
Dissatisfied	10%
Very Dissatisfied	2.9%
No Opinion	18.6%

Discipline Area

The table below represents the respondents' satisfaction with the UNT Libraries' summer hours by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Summer Hours				
No opinion	16.7%	24.4%	18.8%	14.3%
Very dissatisfied	3.3%	2.2%		4.1%
Dissatisfied	10.0%	11.1%	6.3%	10.2%
Satisfied	36.7%	44.4%	50.0%	53.1%
Very Satisfied	33.3%	17.8%	25.0%	18.4%

Break Hours

Overall

The table below represents the respondents' satisfaction with the UNT Libraries' break hours. The majority of the respondents reported being satisfied. However, overall the respondents were the least satisfied with the break hours as compared to the weekday, weekend, and summer hours.

Rating	Percent
Overall Satisfaction	49.6%
Satisfied	33.3%
Very Satisfied	16.3%
Overall Dissatisfaction	32%
Dissatisfied	19.9%
Very Dissatisfied	12.1%
No Opinion	18.4%

Discipline Area

The table below represents the respondents' satisfaction with the UNT Libraries' break hours by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Break Hours				
No opinion	13.3%	22.2%	23.5%	16.3%
Very dissatisfied	6.7%	8.9%	17.6%	16.3%
Dissatisfied	16.7%	20.0%	5.9%	26.5%
Satisfied	33.3%	35.6%	35.3%	30.6%
Very Satisfied	30.0%	13.3%	17.6%	10.2%

Signs & Directions

Overall

The table below represents the respondents' satisfaction with the UNT Libraries' signs and directions. The majority of the respondents reported being satisfied.

Rating	**Percent**
Overall Satisfaction	59.3%
Satisfied	45%
Very Satisfied	14.3%
Overall Dissatisfaction	26.4%
Dissatisfied	20%
Very Dissatisfied	6.4%
No Opinion	14.3%

Discipline Area

The table below represents the respondents' satisfaction with the UNT Libraries' signs and directions by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Signs & Directions				
No opinion	3.2%	24.4%	25.0%	8.3%
Very dissatisfied		2.2%	6.3%	14.6%
Dissatisfied	12.9%	22.2%	18.8%	22.9%
Satisfied	54.8%	40.0%	37.5%	45.8%
Very Satisfied	29.0%	11.1%	12.5%	8.3%

Microform Equipment

Overall

The table below represents the respondents' satisfaction with the UNT Libraries' microform equipment. The majority of the respondents reported being satisfied.

Rating	Percent
Overall Satisfaction	47.8%
Satisfied	38.2%
Very Satisfied	9.6%
Overall Dissatisfaction	11.8%
Dissatisfied	9.6%
Very Dissatisfied	2.2%
No Opinion	40.4%

Discipline Area

The table below represents the respondents' satisfaction with the UNT Libraries' microform equipment by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Microform Equipment				
No opinion	30.0%	54.8%	25.0%	39.6%
Very dissatisfied				6.3%
Dissatisfied	6.7%	9.5%		14.6%
Satisfied	40.0%	31.0%	68.8%	33.3%
Very Satisfied	23.3%	4.8%	6.3%	6.3%

Copiers

Overall

The table below represents the respondents' satisfaction with the UNT Libraries' copiers. The majority of the respondents reported being satisfied.

Rating	**Percent**
Overall Satisfaction	45.7%
Satisfied	37.1%
Very Satisfied	8.6%
Overall Dissatisfaction	35.8%
Dissatisfied	27.9%
Very Dissatisfied	7.9%
No Opinion	18.6%

Discipline Area

The table below represents the respondents' satisfaction with the UNT Libraries' copiers by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Copiers				
No opinion	6.5%	29.5%	31.3%	12.2%
Very dissatisfied	6.5%	9.1%	12.5%	6.1%
Dissatisfied	25.8%	25.0%	12.5%	36.7%
Satisfied	41.9%	34.1%	37.5%	36.7%
Very Satisfied	19.4%	2.3%	6.3%	8.2%

Willis Computer Lab

Overall

The table below represents the respondents' satisfaction with the UNT Libraries' Willis Computer Lab. The majority of the respondents had no opinion about the Willis Computer Lab.

Rating	Percent
Overall Satisfaction	21.6%
Satisfied	17.3%
Very Satisfied	4.3%
Overall Dissatisfaction	4.3%
Dissatisfied	3.6%
Very Dissatisfied	0.7%
No Opinion	74.1%

Discipline Area

The table below represents the respondents' satisfaction with the UNT Libraries' Willis Computer Lab by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Willis Computer Lab				
No opinion	73.3%	81.8%	82.4%	64.6%
Very dissatisfied				2.1%
Dissatisfied	10.0%		5.9%	2.1%
Satisfied	13.3%	15.9%	5.9%	25.0%
Very Satisfied	3.3%	2.3%	5.9%	6.3%

Faculty Computer Lab

Overall

The table below represents the respondents' satisfaction with the UNT Libraries' Faculty Computer Lab. The majority of the respondents had no opinion about the Faculty Computer Lab.

Rating	Percent
Overall Satisfaction	9.5%
Satisfied	6.6%
Very Satisfied	2.9%
Overall Dissatisfaction	1.4%
Dissatisfied	0.7%
Very Dissatisfied	0.7%
No Opinion	89%

Discipline Area

The table below represents the respondents' satisfaction with the UNT Libraries' Faculty Computer Lab by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Faculty Computer Lab				
No opinion	86.7%	84.1%	87.5%	95.7%
Very dissatisfied		2.3%		
Dissatisfied	3.3%			
Satisfied	10.0%	11.4%		2.2%
Very Satisfied		2.3%	12.5%	2.2%

Amount of Seating

Overall

The table below represents the respondents' satisfaction with the amount of seating in the UNT Libraries. The majority of the respondents reported being satisfied.

Rating	Percent
Overall Satisfaction	66.9%
Satisfied	46.5%
Very Satisfied	20.4%
Overall Dissatisfaction	8.4%
Dissatisfied	7%
Very Dissatisfied	1.4%
No Opinion	24.6%

Discipline Area

The table below represents the respondents' satisfaction with the amount of seating in the UNT Libraries by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Amount of Seating				
No opinion	12.9%	28.9%	41.2%	22.4%
Very dissatisfied	3.2%		5.9%	
Dissatisfied		4.4%	11.8%	12.2%
Satisfied	38.7%	57.8%	35.3%	44.9%
Very Satisfied	45.2%	8.9%	5.9%	20.4%

Noise Level

Overall

The table below represents the respondents' satisfaction with the noise level in the UNT Libraries. The majority of the respondents reported being satisfied.

Rating	**Percent**
Overall Satisfaction	72.5%
Satisfied	51.4%
Very Satisfied	21.1%
Overall Dissatisfaction	16.9%
Dissatisfied	12%
Very Dissatisfied	4.9%
No Opinion	10.6%

Discipline Area

The table below represents the respondents' satisfaction with the noise level in the UNT Libraries by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Noise Level				
No opinion	6.5%	15.6%	17.6%	6.1%
Very dissatisfied	6.5%	6.7%		4.1%
Dissatisfied	12.9%	11.1%	11.8%	12.2%
Satisfied	35.5%	53.3%	64.7%	55.1%
Very Satisfied	38.7%	13.3%	5.9%	22.4%

Lighting

Overall

The table below represents the respondents' satisfaction with lighting in the UNT Libraries. The majority of the respondents reported being satisfied.

Rating	Percent
Overall Satisfaction	75.3%
Satisfied	55.6%
Very Satisfied	19.7%
Overall Dissatisfaction	13.4%
Dissatisfied	11.3%
Very Dissatisfied	2.1%
No Opinion	11.3%

Discipline Area

The table below represents the respondents' satisfaction with lighting in the UNT Libraries by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Lighting				
No opinion	6.5%	17.8%	17.6%	6.1%
Very dissatisfied		2.2%		4.1%
Dissatisfied	19.4%	6.7%	11.8%	10.2%
Satisfied	48.4%	60.0%	52.9%	57.1%
Very Satisfied	25.8%	13.3%	17.6%	22.4%

Temperature

Overall

The table below represents the respondents' satisfaction with the temperature in the UNT Libraries. The majority of the respondents reported being satisfied.

Rating	Percent
Overall Satisfaction	82.4%
Satisfied	62.7%
Very Satisfied	19.7%
Overall Dissatisfaction	7%
Dissatisfied	5.6%
Very Dissatisfied	1.4%
No Opinion	10.6%

Discipline Area

The table below represents the respondents' satisfaction with the temperature in the UNT Libraries by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Temperature				
No opinion	6.5%	17.8%	17.6%	4.1%
Very dissatisfied				4.1%
Dissatisfied		11.1%		6.1%
Satisfied	64.5%	57.8%	70.6%	63.3%
Very Satisfied	29.0%	13.3%	11.8%	22.4%

Personal Safety

Overall

The table below represents the respondents' satisfaction with personal safety the UNT Libraries. The majority of the respondents reported being satisfied.

Rating	**Percent**
Overall Satisfaction	80.3%
Satisfied	49.3%
Very Satisfied	31%
Overall Dissatisfaction	2.1%
Dissatisfied	2.1%
Very Dissatisfied	0%
No Opinion	17.1%

Discipline Area

The table below represents the respondents' satisfaction with personal safety in the UNT Libraries by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Personal Safety				
No opinion	12.9%	24.4%	29.4%	10.2%
Dissatisfied	3.2%			4.1%
Satisfied	45.2%	46.7%	52.9%	53.1%
Very Satisfied	38.7%	28.9%	17.6%	32.7%

Degree of satisfaction or dissatisfaction with various resources and services of the UNT Libraries.

Alliance for Higher Education

Overall

The table below represents the respondents' satisfaction with the Alliance for Higher Education. The majority of the respondents had no opinion about the Alliance for Higher Education.

Rating	Percent
Overall Satisfaction	22.7%
Satisfied	16.4%
Very Satisfied	6.3%
Overall Dissatisfaction	1.6%
Dissatisfied	0.8%
Very Dissatisfied	0.8%
No Opinion	75.8%

Discipline Area

The table below represents the respondents' satisfaction with the Alliance for Higher Education by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
AHE				
No opinion	75.0%	81.6%	62.5%	76.1%
Very dissatisfied			6.3%	
Dissatisfied				2.2%
Satisfied	17.9%	15.8%	18.8%	15.2%
Very Satisfied	7.1%	2.6%	12.5%	6.5%

Book Collections

Overall

The table below represents the respondents' satisfaction with the book collections. The majority of the respondents reported being satisfied.

Rating	Percent
Overall Satisfaction	54.3%
Satisfied	50%
Very Satisfied	4.3%
Overall Dissatisfaction	39.9%
Dissatisfied	31.2%
Very Dissatisfied	8.7%
No Opinion	5.8%

Discipline Area

The table below represents the respondents' satisfaction with the book collections by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Book Collections				
No opinion		4.9%	11.8%	8.3%
Very dissatisfied		17.1%		10.4%
Dissatisfied	31.3%	43.9%	11.8%	27.1%
Satisfied	56.3%	31.7%	76.5%	52.1%
Very Satisfied	12.5%	2.4%		2.1%

Circulation

Overall

The table below represents the respondents' satisfaction with circulation. The majority of the respondents reported being satisfied.

Rating	Percent
Overall Satisfaction	78.7%
Satisfied	64.7%
Very Satisfied	14%
Overall Dissatisfaction	11.8%
Dissatisfied	7.4%
Very Dissatisfied	4.4%
No Opinion	9.6%

Discipline Area

The table below represents the respondents' satisfaction with circulation by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Circulation				
No opinion	3.1%	20.5%	11.8%	4.2%
Very dissatisfied	3.1%	7.7%		4.2%
Dissatisfied	6.3%	10.3%		8.3%
Satisfied	56.3%	56.4%	88.2%	68.8%
Very Satisfied	31.3%	5.1%		14.6%

Custom Photocopy

Overall

The table below represents the respondents' satisfaction with Custom Photocopy. The majority of the respondents had no opinion about Custom Photocopy.

Rating	**Percent**
Overall Satisfaction	36.7%
Satisfied	27.9%
Very Satisfied	8.8%
Overall Dissatisfaction	9.5%
Dissatisfied	8.8%
Very Dissatisfied	0.7%
No Opinion	53.7%

Discipline Area

The table below represents the respondents' satisfaction with Custom Photocopy by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Custom Photocopy				
No opinion	64.5%	57.5%	58.8%	41.7%
Very dissatisfied		2.5%		
Dissatisfied	3.2%	12.5%	5.9%	10.4%
Satisfied	19.4%	22.5%	29.4%	37.5%
Very Satisfied	12.9%	5.0%	5.9%	10.4%

Electronic Databases

Overall

The table below represents the respondents' satisfaction with electronic databases. The majority of the respondents reported being satisfied.

Rating	Percent
Overall Satisfaction	69.8%
Satisfied	58.3%
Very Satisfied	11.5%
Overall Dissatisfaction	18.7%
Dissatisfied	17.3%
Very Dissatisfied	1.4%
No Opinion	11.5%

Discipline Area

The table below represents the respondents' satisfaction with electronic databases by discipline areas. Faculty from the social sciences were the most satisfied with electronic databases followed by faculty from the professional programs, physical and natural sciences, and humanities respectively.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Electronic Databases				
No opinion	21.9%	11.9%	11.8%	4.2%
Very dissatisfied		2.4%		2.1%
Dissatisfied	25.0%	16.7%	11.8%	14.6%
Satisfied	28.1%	64.3%	70.6%	68.8%
Very Satisfied	25.0%	4.8%	5.9%	10.4%

Interlibrary Loan

Overall

The table below represents the respondents' satisfaction with interlibrary loan. The majority of the respondents reported being satisfied.

Rating	Percent
Overall Satisfaction	69.6%
Satisfied	47.1%
Very Satisfied	22.5%
Overall Dissatisfaction	16%
Dissatisfied	10.9%
Very Dissatisfied	5.1%
No Opinion	14.5%

Discipline Area

The table below represents the respondents' satisfaction with interlibrary loan by discipline areas. Faculty from the humanities were the most satisfied with interlibrary loan followed by faculty from the social sciences, professional programs, and physical and natural sciences respectively.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Interlibrary Loan				
No opinion	19.4%	14.3%	17.6%	10.4%
Very dissatisfied		2.4%	11.8%	8.3%
Dissatisfied	3.2%	19.0%	5.9%	10.4%
Satisfied	35.5%	47.6%	47.1%	54.2%
Very Satisfied	41.9%	16.7%	17.6%	16.7%

Internet/WWW Access

Overall

The table below represents the respondents' satisfaction with Internet/WWW Access. The majority of the respondents reported being satisfied.

Rating	Percent
Overall Satisfaction	59.8%
Satisfied	41.6%
Very Satisfied	18.2%
Overall Dissatisfaction	12.4%
Dissatisfied	8.8%
Very Dissatisfied	3.6%
No Opinion	27.7%

Discipline Area

The table below represents the respondents' satisfaction with Internet/WWW access by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Internet/WWW Access				
No opinion	36.7%	12.2%	35.3%	32.7%
Very dissatisfied		7.3%		4.1%
Dissatisfied	10.0%	17.1%		4.1%
Satisfied	26.7%	48.8%	47.1%	42.9%
Very Satisfied	26.7%	14.6%	17.6%	16.3%

Journal Collection

Overall

The table below represents the respondents' satisfaction with the journal collection. The majority of the respondents reported being dissatisfied with the journal collection.

Rating	**Percent**
Overall Satisfaction	45.3%
Satisfied	38.8%
Very Satisfied	6.5%
Overall Dissatisfaction	50.4%
Dissatisfied	33.1%
Very Dissatisfied	17.3%
No Opinion	4.3%

Discipline Area

The table below represents the respondents' satisfaction with the journal collection by discipline areas. Faculty from the humanities were the most satisfied with the journal collection. Faculty in the physical and natural sciences were the least satisfied followed by faculty in the professional programs and social sciences respectively.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Journal Collection				
No opinion	9.4%	4.7%	5.9%	
Very dissatisfied	6.3%	27.9%	11.8%	17.0%
Dissatisfied	18.8%	39.5%	41.2%	34.0%
Satisfied	56.3%	25.6%	41.2%	38.3%
Very Satisfied	9.4%	2.3%		10.6%

Library Instruction

Overall

The table below represents the respondents' satisfaction with library instruction. The majority of the respondents reported having no opinion. This is interesting to compare against the 70.7% of respondents who reported giving assignments to their classes that involved use of information resources available through the UNT Libraries.

Rating	Percent
Overall Satisfaction	42.1%
Satisfied	31.6%
Very Satisfied	10.5%
Overall Dissatisfaction	13.5%
Dissatisfied	12%
Very Dissatisfied	1.5%
No Opinion	44.4%

Discipline Area

The table below represents the respondents' satisfaction with library instruction by discipline areas. Faculty from the physical and natural sciences were the most satisfied with library instruction although they were the faculty giving the fewest assignments that involved use of information resources available through the UNT Libraries.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Library Instruction				
No opinion	32.3%	45.0%	56.3%	47.8%
Very dissatisfied				4.3%
Dissatisfied	22.6%	7.5%	12.5%	8.7%
Satisfied	25.8%	40.0%	25.0%	30.4%
Very Satisfied	19.4%	7.5%	6.3%	8.7%

Media Resources

Overall

The table below represents the respondents' satisfaction with media resources. The majority of the respondents reported being satisfied or having no opinion.

Rating	Percent
Overall Satisfaction	41.2%
Satisfied	37.5%
Very Satisfied	3.7%
Overall Dissatisfaction	17.7%
Dissatisfied	14%
Very Dissatisfied	3.7%
No Opinion	41.2%

Discipline Area

The table below represents the respondents' satisfaction with media resources by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Media Resources				
No opinion	38.7%	51.2%	23.5%	40.4%
Very dissatisfied				10.6%
Dissatisfied	9.7%	19.5%	11.8%	12.8%
Satisfied	41.9%	29.3%	52.9%	36.2%
Very Satisfied	9.7%		11.8%	

Microform Collection

Overall

The table below represents the respondents' satisfaction with the microform collection. The majority of the respondents reported having no opinion.

Rating	**Percent**
Overall Satisfaction	41.8%
Satisfied	38.1%
Very Satisfied	3.7%
Overall Dissatisfaction	8.9%
Dissatisfied	8.2%
Very Dissatisfied	0.7%
No Opinion	49.3%

Discipline Area

The table below represents the respondents' satisfaction with the microform collection by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Microform Collection				
No opinion	35.5%	67.5%	37.5%	46.8%
Very dissatisfied				2.1%
Dissatisfied	9.7%	5.0%	12.5%	8.5%
Satisfied	41.9%	27.5%	50.0%	40.4%
Very Satisfied	12.9%			2.1%

Reference by Appointment

Overall

The table below represents the respondents' satisfaction with reference by appointment. The majority of the respondents reported having no opinion.

Rating	Percent
Overall Satisfaction	21.4%
Satisfied	17%
Very Satisfied	4.4%
Overall Dissatisfaction	2.2%
Dissatisfied	2.2%
Very Dissatisfied	0%
No Opinion	76.3%

Discipline Area

The table below represents the respondents' satisfaction with reference by appointment by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Reference by Appointment				
No opinion	74.2%	72.5%	76.5%	80.9%
Dissatisfied	3.2%	2.5%		2.1%
Satisfied	9.7%	22.5%	23.5%	14.9%
Very Satisfied	12.9%	2.5%		2.1%

Reference Services

Overall

The table below represents the respondents' satisfaction with reference services. The majority of the respondents reported being satisfied.

Rating	Percent
Overall Satisfaction	69.1%
Satisfied	50.7%
Very Satisfied	18.4%
Overall Dissatisfaction	5.9%
Dissatisfied	4.4%
Very Dissatisfied	1.5%
No Opinion	25%

Discipline Area

The table below represents the respondents' satisfaction with reference services by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Reference Services				
No opinion	9.7%	40.0%	35.3%	18.8%
Very dissatisfied		2.5%		2.1%
Dissatisfied	3.2%	5.0%		6.3%
Satisfied	41.9%	42.5%	58.8%	60.4%
Very Satisfied	45.2%	10.0%	5.9%	12.5%

Reserves

Overall

The table below represents the respondents' satisfaction with reserves. The majority of the respondents reported being satisfied.

Rating	**Percent**
Overall Satisfaction	62.1%
Satisfied	48.2%
Very Satisfied	13.9%
Overall Dissatisfaction	8.1%
Dissatisfied	6.6%
Very Dissatisfied	1.5%
No Opinion	29.9%

Discipline Area

The table below represents the respondents' satisfaction with reserves by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Reserves				
No opinion	28.1%	30.0%	52.9%	22.9%
Very dissatisfied		5.0%		
Dissatisfied	3.1%	12.5%		6.3%
Satisfied	37.5%	50.0%	41.2%	56.3%
Very Satisfied	31.3%	2.5%	5.9%	14.6%

The UNT Libraries' staff provides knowledgeable assistance.

Overall

The table below represents the respondents' agreement with the UNT Libraries staff's ability to provide knowledgeable assistance. The majority of the respondents reported being in agreement.

Rating	Percent
Overall Agreement	91.5%
Agree	53.5%
Strongly Agree	38%
Overall Disagreement	5.6%
Disagree	4.9%
Strongly Disagree	0.7%
No Opinion	2.8%

Discipline Area

The table below represents the respondents' agreement with the UNT Libraries staff's ability to provide knowledgeable assistance by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Library Staff Provides Knowledgeable Assistance				
No opinion		9.1%		
Strongly disagree	3.1%			
Disagree	6.3%	2.3%		8.2%
Agree	37.5%	56.8%	70.6%	55.1%
Strongly agree	53.1%	31.8%	29.4%	36.7%

The UNT Libraries' staff provides friendly service.

Overall

The table below represents the respondents' agreement that the UNT Libraries' staff provides friendly service. The majority of the respondents reported being in agreement.

Rating	Percent
Overall Agreement	90.1%
Agree	48.6%
Strongly Agree	41.5%
Overall Disagreement	7.7%
Disagree	7%
Strongly Disagree	0.7%
No Opinion	2.1%

Discipline Area

The table below represents the respondents' agreement that the UNT Libraries' staff provides friendly service by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Library Staff Provides Friendly Service				
No opinion		4.5%	5.9%	
Strongly disagree	3.0%			
Disagree	6.1%	9.1%		8.3%
Agree	39.4%	45.5%	64.7%	52.1%
Strongly agree	51.5%	40.9%	29.4%	39.6%

The UNT Libraries' handouts are helpful.

Overall

The table below represents the respondents' agreement that the UNT Libraries' handouts are helpful. The majority of the respondents reported being in agreement.

Rating	**Percent**
Overall Agreement	58.3%
Agree	41%
Strongly Agree	17.3%
Overall Disagreement	11.5%
Disagree	10.8%
Strongly Disagree	0.7%
No Opinion	30.2%

Discipline Area

The table below represents the respondents' agreement that the UNT Libraries' handouts are helpful by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Library Handouts are Helpful				
No opinion	12.5%	38.6%	18.8%	38.3%
Strongly disagree				2.1%
Disagree	9.4%	18.2%		8.5%
Agree	43.8%	34.1%	75.0%	34.0%
Strongly agree	34.4%	9.1%	6.3%	17.0%

The UNT Libraries' Home Page provides useful access to the World Wide Web (WWW).

Overall

The table below represents the respondents' agreement that the UNT Libraries' Home Page provides useful access to the WWW. The majority of the respondents reported being in agreement.

Rating	Percent
Overall Agreement	51.1%
Agree	33.8%
Strongly Agree	17.3%
Overall Disagreement	7.2%
Disagree	5%
Strongly Disagree	2.2%
No Opinion	41.7%

Discipline Area

The table below represents the respondents' agreement that the UNT Libraries' Home Page provides useful access to the WWW by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
Library HomePage Provides Useful WWW Access				
No opinion	43.8%	40.9%	37.5%	42.6%
Strongly disagree	3.1%	2.3%		2.1%
Disagree		11.4%	6.3%	2.1%
Agree	34.4%	36.4%	31.3%	31.9%
Strongly agree	18.8%	9.1%	25.0%	21.3%

The University Library Committee provides adequate input to the UNT Libraries regarding faculty suggestions and concerns.

Overall

The table below represents the respondents' agreement that the University Library Committee provides adequate input to the UNT Libraries regarding faculty suggestions and concerns. The majority of the respondents reported having no opinion.

Rating	Percent
Overall Agreement	23.9%
Agree	18.8%
Strongly Agree	5.1%
Overall Disagreement	14.4%
Disagree	10.1%
Strongly Disagree	4.3%
No Opinion	61.6%

Discipline Area

The table below represents the respondents' agreement that the University Library Committee provides adequate input to the UNT Libraries regarding faculty suggestions and concerns by discipline areas.

	Discipline Area			
	Humanities	Physical & Natural Sciences	Professional Programs	Social Sciences
	Col %	Col %	Col %	Col %
University Library Committee				
No opinion	56.3%	61.0%	47.1%	70.8%
Strongly disagree	12.5%	2.4%		2.1%
Disagree	3.1%	17.1%	11.8%	8.3%
Agree	15.6%	14.6%	35.3%	18.8%
Strongly agree	12.5%	4.9%	5.9%	

Summary

Results from the Spring 1997 UNT Libraries College of Arts and Sciences Faculty Survey echo the results of the 1996 fall semester focus group study "Faculty Perceptions of Library Support for Teaching and Research: A Focus Group Study with Selected Faculty from the College of Arts and Sciences." Both studies indicate faculty from the College of Arts and Sciences are interested in:

1. Accessing electronic resources from their office or home;
2. Accessing journals;
3. Using the Libraries to support their teaching.

In addition, both the focus group study and the survey revealed a common perception of expert, helpful, and friendly service from the librarians and library staff.

Specifically examining the concepts this instrument was designed to probe, the survey reveals the following:

1. Access to electronic resources.

   Faculty practice is different from preference. 85.6% of the respondents reported physically visiting a library facility to gain access to electronic resources, however 80.1% of the respondents reported they would prefer access from their offices.

2. Collection use and satisfaction.

Overall the faculty reported satisfaction with the Libraries' collections with the exception of the journal collection. The majority of the respondents (50.4%) reported being dissatisfied with the journal collection.

3. Libraries' support of teaching.

70.7% of the respondents reported giving assignments to their classes that involved use of information resources available through the UNT Libraries.

4. Libraries' support of research.

Examining the specific items tied to research (collections, ILL, etc.), the respondents reported being satisfied, with the exception of the journal collection.

5. Facility use and satisfaction.

The overall response to the items relating to facility use and satisfaction indicate the faculty are satisfied with the UNT Libraries facilities. 100% of the respondents reported that they use the UNT Libraries.

6. Service use and satisfaction.

The overall response to the items relating to service use and satisfaction indicate the faculty are satisfied with the services the UNT Libraries provide. Further, 91.5% of the respondents indicated they believe the UNT Libraries' staff provide knowledgeable assistance and 90.1% of the respondents indicated they believe the UNT Libraries' staff provide friendly service.

7. How faculty get information about the Libraries.

The majority of the respondents (76%) reported getting information about the UNT Libraries from personal contact with library staff. The next most common used method of getting information about the UNT Libraries was through the Home Page. 37% of the respondents reported using this method.

8. How faculty communicate information to the Libraries.

Of all the contact points available to faculty, personal contact with library staff had the highest response. The majority of the respondents (61.6%) had no opinion regarding the University Library Committee and reported little contact (35.6%) with their departmental representative.

The survey reveals a positive perception of the UNT Libraries' role in supporting teaching and research among the faculty in the College of Arts and Sciences. To encourage a continuation of this and address the preferences expressed regarding access to electronic resources and concerns expressed regarding access to journals, the following recommendations are offered:

- Strengthen the current library liaison program to keep the faculty directly informed of how to access electronic resources for their disciplines, the status of the journal collection, and the options available to access journals the Libraries do not physically carry. Faculty indicated that direct personal contact was the most effective means of conveying information to them about the Libraries. The library liaisons could serve a vital role in providing this communication link because of the personal contact they have with faculty.

- Continue efforts to integrate all electronic resources effectively into the campus computer network infrastructure. The faculty want access from their offices and homes. The extent to which the Libraries can work successfully with other campus entities to ensure this access will determine how the faculty view and use the Libraries in the future.

Appendix A

46. Please indicate one thing about the UNT Libraries' services or collections you find most useful to your teaching and research.

Humanities

Case	Comment
0001	I put a number of books on reserve.
0002	orientations are first-rate
0003	The new computers.
0004	Rare Book Room
0007	The books
0008	OFFICE RENEWAL OF BOOKS SERVICE BY LOU A. BRADLEY
0009	on-line services
0010	Courteous, helpful staff (ESPECIALLY The Boy w/ Tattoo Palmer and Rare Books Lavender)
0011	OCLC Access Online
0012	Reference personnel
0013	I am hard pressed!
0015	I can't own everything I need - they have items I use rarely
0016	JEFF KEMPE
0018	ILL for texts we lack
0019	Reserves area, Journals/Periodicals
0020	Personnel; Rare Book Room; Basic Holdings
0022	Electronic Databases
0023	The reference librarians have helped me develop excellent research strategies
0024	the reference librarians
0025	ILL
0027	Important size of the collections Books in foreign languages. Numerous journals
0028	interlibrary loan
0031	Reference area with its access to on-line and database resources.
0032	Media library service
0033	your computers are working better and better! Keep it up.

Physical & Natural Sciences

Case	Comment
0034	The staff is very friendly and very knowledgeable about providing help. You may want to help them by giving them more powerful computers/more extensive databases for themselves & researchers to use with reference to electronic searches.
0035	Electronic databases: Medline & Uncover
0036	Maintaining research material provided by instructors.
0037	Friendly help of reference librarians for uncovering reference & information sources.
0038	The knowledgeable assistance of library staff and their attitude of serious interest in helping me resolve a problem
0040	online catalog
0042	It is nice to have access to Carl Uncover since all the journals cannot be acquired.
0043	Reference desk Assistance, Journals
0044	CD-ROM's
0046	THE STAFF
0047	Older journal holdings are relatively good. Too bad we weren't able to continue so many subscript.
0048	Scidisk, good up-to-date book collection
0049	Journals
0050	Easy Access
0052	Science Citation Index
0053	Medline (online)
0055	The existing skimpy journals collection
0056	CD ROM Science Citation Index & Network Medline
0061	JOURNAL + BOOK HOLDING IN MATHEMATICS, PHYSICS, AND COMPUTER SCIENCE
0062	proximity to Biology Building
0064	Nothing
0065	Gov. docs, Interlib. loan & Willis front staff.
0066	- medical info.
0067	CAN OBTAIN GOOD SERVICE AND MATERIALS NEEDED
0068	Access to the many scientific references
0071	Web access to catalog search engine
0072	ILL
0073	Gov. Documents
0074	The staff's willingness to help students w/ research projects.
0075	Gov. documents
0079	- book collection- Journal collection
0080	You have an excellent collection of mathematical texts

Professional Programs

Case	Comment
0081	Journals, videotapes, CD-ROM
0082	Electronic Databases
0083	Media Library Collections, Microform Collections
0084	Reserve Collections
0085	the Collection
0086	STAFF DEDICATION & EXPERTISE
0087	Electronic Database
0088	the databases are adequate to find a wide range of resources
0089	Good search system for information, references- journal collection getting better
0090	microfilm files
0091	The library has a good collection of older books in my teaching field but not many that are current.
0092	long-term check outs of books for Profs.
0095	online capabilities to search library journals
0096	Journals
0097	Data Bases

Social Sciences

Case	Comment
0099	Libraries' staff
0100	Staff have always been helpful
0101	I've found no basic problems in these areas
0103	Quick retrieval service form Remote Storage.
0104	The research journals
0105	WWW home page
0106	For my teaching, the book & periodical collections are, although still inadequate, useful. For my research, the library is utterly inadequate.
0107	CD-ROM Journal Collection
0108	electronic resources- (Web Page & CD-ROM Collection)
0109	Library Assistants
0113	Melody Kelly in Gov. Docs. is wonderful, knowledgeable, & helpful
0114	the computer
0115	info for students about library references
0116	the staff has always been quite helpful & friendly/ I brag about them to my students
0118	Class reserve
0119	Extensive Collection of Folklore & Folktales
0120	JOURNALS
0121	Government records are adequate (census reports, CD's)
0123	Great staff & resources in Documents Collection.
0124	Reserve Books and articles and the Collections
0126	ILL turnaround time is quick
0127	Staff is very helpful
0130	ILL is helpful gov't docs - Melody Kelly is great in helping w/ law classes
0131	government documents is the most well run department
0132	Microform Collection- plus the very helpful attitude of people who work there
0134	Reference Desk
0135	Electronic Databases
0138	helpful, friendly staff
0140	Periodicals database/silver platter
0141	Some of your staff is fantastic w/ helping the students
0143	Electronic access to card catalogues
0144	The Reference librarians are friendly, incredibly knowledgeable, and their hours are good.
0146	psych lit - WWW

Appendix B

46. Please indicate one thing the UNT Libraries might do to better support your teaching and research.

Humanities

Case	Comment
0001	Some kind of basic manual on how to use the computer.
0002	- 24 hrs/ 7 days; don't cut hours during breaks - make databases available for remote access
0003	Subscribe to more journals, especially in drama.
0005	Library orientation needs to be presented in a way that freshman can understand.
0006	Acquire more books intended for the student of foreign language. (History, Culture, Business Information, etc.)
0007	Get more books
0008	KEEP THOSE BOOKS AND JOURNALS COMING IN
0009	Acquire a more complete collection of Latin American Theater books and journals.
0010	LARGER (SPACE/ COLLECTION)
0012	Quicker access to items stored at Bradley
0013	Supply staff to help build useful collections ($$$, too)
0015	a better collection, especially journals
0016	buy more books and journals --- this seems very obvious to me!
0018	The computerized access is very limited in understanding search commands.
0019	Organize the online catalogue so that I can find the books I need. The previous system was MUCH more helpful --- the new one is not fully updated and virtually useless. Also the reshelving stacks are not taken care of sometimes for a month.
0020	Not much room for improvement
0021	Increase holdings in literature, esp. 19-20th century & contemporary literary journals. Also, I don't know how to request new books, etc., to be ordered.
0022	Access to electronic databases other than UNT library catalog from home computer, book renewal via computer
0023	Perhaps the libraries could make its educational representative better known to the teaching fellows and professors.
0024	Augment the book collection
0025	Add to the journal and book collections. There are many gaps in the journal acquisitions.
0027	Find or replace all lost, damaged and otherwise unavailable books --- Buy more copies of frequently checked out books.

Humanities

Case	Comment
0028	1. make sure call numbers of books are listed on electronic database--- many are missing. 2. provide on-campus mail service
0029	The on-line catalog still needs to be straightened out: books I know we have sometimes do not turn up there. I know there is nothing we can do about having to put books and periodicals in remote storage, but getting them is a pain in various parts of the anatomy.
0030	Increase the contemporary plays & musical libretto selections.
0031	More newspapers, magazines in German language.
0032	Faster Interlibrary loan service
0033	However, there is still a problem with locating texts in your records. For example, I often have to look up a book by author and title because you don't always have them cross listed. A book might show up by author and not under its title.

Physical & Natural Sciences

Case	Comment
0034	You really need to increase your basic physics and astronomy text and periodical selections. You need a lot of standard texts (see list attached) added in order to better support graduate level teaching and research. Suggestions List for new texts & periodicals texts 1."Mathematics of Classical and Quantum Physics" (1969) Byron, F. W. and Fuller, R. W., Addison Wesley, Reading Mass. 2. Latest addition of: "Methods of Mathematical Physics", R. Courant and D. Hilbert, Wiley 3. "The Theory of Atomic Collisions" (1965), Matt N. F. and Massey H. S. W., Oxford Univ. Press (3rd edition) 4. "A Course of Modern Analysis" (1935), Whittaker E. T. and Watson G. N., Cambridge Univ. Press, 4th ed.) 5. Latest addition of: "Principles of Quantum Mechanics", (2nd ed.), R. Shankar, Plenum Pub. Corp. . <info@plenumi.com> 6. "Basic Training in Mathematics" (1995), R. Shankar, Plenum Pub. Corp. < " >. 7. "Rain of Iron and Ice", The Very Real Threat of Comet and Asteroid Bombardment" John Lewis, Addison-Wesley, N.Y., (1996) ISBN 0-201-48950-3 8. "Rogue Asteroids and Doomsday Comets: The Search for the Million Megaton Menace that Threatens Life on Earth" Duncan Steel, Wiley, NY, (1995), ISBN 0-471-30824-2 9. "Cosmology and Astrophysics Through Problems", T. Padmanabhan, Cambridge Univ. Press. N. Y., (1996) 10. "Disks and Outflows Around Young Stars", Proc. Conf., Heidelberg, Germany, (Sep. 1994), S. Beckwith, Straude, A. Quetz, A Natta, Springer-Verlag, N.Y. (1996) 11. "Path Integral Approach to Quantum Physics: An Introduction" (2nd ed.) (1996 [1994]) G. Roepstorff Springer-Verlag 12. "An Introduction to Modern Astrophysics", B.W. Carroll, D. A. Ostlie, Addison-Wesley, N.Y. (1996) 13. "Electron Correlation Dynamics in Atomic Collisions", J. H. McGuire (1997), Cambridge Univ. Press
0035	Less expensive copying
0037	- Access to patents. Its not clear to me how these can be obtained.
0038	Easier access either by subscription (or online subscription) to more current periodicals in the neuroscience/neurology area. For online subscriptions helpful if this information could be posted. Also, the ILL photocopy limit/ journal/ time period is unreasonable. It just means I have to drive to Dallas or Ft. Worth to obtain the copy.

Physical & Natural Sciences

Case	Comment
0040	larger budget for journals
0041	Graduate students need a longer "check-out" period
0042	Keep up the good work!
0043	Acquiring the recent literatures faster
0044	WHY CAN'T WE BROWSE SHELVES IN REMOTE STORAGE?
0045	Electronic search of all journal titles and articles via WWW. Medline search or other search engine via WWW.
0046	Extended break hours when I can get my work done.
0047	We used to be able to access CD/ databases , etc. from our office. It would be extremely valuable to do this again in the future. - Also, limited (no personal) access to journals in storage is a shame. Old journals/ publications are a valuable resource. It's terrible that this resource is so restricted.
0048	order high quality journals such as "Inventious" by Springer
0050	More in-house journals
0052	Carry more Chemistry Journals
0053	Make available Reference Update or Science Citation Index networked with individual office workstations so that we can better keep up with current literature (uncover does not substitute effectively)
0054	Teaching fellows should have the same check out privileges as the faculty. Checking out every 2 weeks in the summer is a nuisance.
0055	GET INDEX TO RECENT CHEMICAL ABSTRACTS
0056	Buy more journals
0057	UNT does not have some of the key journals in my research area.
0060	Quicker binding of research journals --- too often there's a stack of 100+ journals waiting to be bound, sitting completely disorganized on the shelves.
0061	MORE TRAINING FOR PERSONNEL ABOUT DATABASES/ REFERENCE CDROMS AND COMPUTER RESOURCES. SOME REFERENCE DESK EMPLOYEES ARE EXPERTS WHILE OTHERS ARE NOT.
0062	Carry more research journals.
0063	Bind journals more frequently and keep the recent unbound journals more organized.

Physical & Natural Sciences

Case	Comment
0064	UNT libraries have to expand their collections (especially Journals). It's nearly impossible to do research with the holdings at hand. I have had to extensively use the Interlibrary loan (the most useful people in the library). Students have complained that they are unable to conduct research here. UNT libraries CANNOT call themselves a major research library --- it's misleading. Reference collection is GLOOMY. Also the Sci/Tech library NEEDS professional librarians who do want to help the patrons. I have had a horrible time trying to get a real librarian over there. My suggestion is: Quit spending your resources on electronics, expand your collections. The Internet will NEVER take the place of printed research tools.
0065	More books, journals, etc.
0066	You are doing a great job now.
0067	Slow to receive materials. Collections are poor for my research.
0068	An exact map of that library at the front desk would be very helpful
0070	Put the mathematics and computer science journal (unbound) TOGETHER so that one can keep up to date. Regardless what librarians have been trained to think, browsing is a very important activity for a researcher. The current journals arranged together in an unheated and un air-conditioned shack --- tended by an unhelpful person would be a VAST improvement over what we have now.
0071	I would like to access the Math Sci database (Math Reviews) with a web browser.
0072	You need a greater variety of journals. Subject coverage with current journals is too spotty. Carry at least one journal per major subject area..
0073	More money for journals.
0074	Subscribe to more pertinent journals or periodicals. Drop dead- use subscriptions to spend $ more wisely. On-line print outs too for current journal articles (not ILL).
0075	need larger selection of journals
0078	teaching fellows/ graduate students should have the same ability as professors to check out books for the entire semester.
0079	- obtain more books and more copies of some books related to computer science - time to time subscribe to some new journals in computer science
0080	Allow teaching fellows the same check-out privileges that you allow professors.

Professional Programs

Case	Comment
0082	Expand journal collection.
0083	Enrich the journal collections (scholarly journals in Arts & Humanities)
0084	Better hours -- particularly between sessions
0085	Items placed into service faster
0086	ADDITIONAL FUNDS
0087	Allow home access to all DB
0088	There needs to be more journals in the audiology field related to medical aspects
0089	Offer grad students short courses on library resources for research.
0091	We need more books in our area but I'm unclear how to order these books for the library.
0092	Please do not shut down ILL during Christmas Break. Please do not close Willis for ten days at Christmas. Install a copy machine at the Media Library or move all printed material to Willis.
0095	no comment
0096	Journals -- NEED MORE OF THEM!

Social Sciences

Case	Comment
0098	PROVIDE BETTER COLLECTION OF UP TO DATE BOOKS AND MORE JOURNALS IN FIELD OF PSYCHOLOGY HEALTH I. B. MEDICINE
0099	Give a class in public about how to use libraries' systems.
0100	Have more journals and more current books.
0103	Better office & off campus computer access.
0104	Get the administration to double the space and budget allocated to the libraries (and drop football)
0105	More flexibility in book purchasing. Too structured and restrictive.
0106	Spend large amounts of money to strengthen the book collection, especially I neglected areas such as Chinese & Japanese history.
0107	When will the library make the CD ROM Databases available over the Internet. This is quite urgent as DOS is being phased out all over campus. We may no longer have access to CD-ROM's on our office PCs.
0108	Better [unreadable] /damage to books/journals
0110	Sponsor campus access to LEXIS/NEXIS and /or Westlaw.
0113	I hate remote storage --- especially of periodicals!
0114	put the new books on the shelves as quickly as possible.
0115	better journal selection
0118	Get the CD-ROM collection working on NT Windows!
0119	Access to Library of Congress via Library Website.
0120	INCREASE NUMBER OF BOOKS AND JOURNALS CONCERNING WOMEN'S ISSUES
0121	Knowledge of how to use CD's for example ("PUMS file").
0122	Improve service @ reference desk
0123	Work for an increased library funding!
0124	I don't like the new book information retrieval system (on-line catalog) as well as the old one. Harder to use w/ mouse and slower.
0126	#1. obtain more back issues of journals in economics #2. obtain more new issues of econ journals (i.e.: ones we do not already carry)
0127	Quicker retrieval from remote storage.
0128	Media Library -- not easy to get a complete listing of all media on a given topic
0130	more journals online would be nice
0131	Interlibrary loan often does not get materials that could be gotten if they were more dedicated to the project. Individuals make a big difference --- some are better than others --- but not recently.
0133	1. UNT should pay costs of faculty interlibrary loan. 2. "First Search" should be made readily available through the UNT networks.
0134	Location of material
0135	Carry more selections of books, journals & periodicals.

Social Sciences

Case	Comment
0136	Amer. Hist & Life CD ROM's on line & totally accessible
0137	We need to keep our science journals.
0138	quicker response with ILL
0139	more journals
0141	other members of the staff (reference desk in Willis) lack consistency w/ helpfulness.
0142	Would be nice to be able to access from office computer, to be able to get items, not from Remote, but actually in Library, to have media materials in Main Library, have all issues of journals on shelves, have ILL that actually gets books on time, have on-line catalog that gives correct info-- no "Error" messages, have catalog available on campus computers, have CD-ROM collection available on campus computers so don't have to go to library to find out they don't have something --- Want more? Call x3406
0143	Increase # of current volumes.
0144	A greater collection of Health Psychology films in media library and greater collection of Health Psych books in ISB.
0145	Be friendlier and more helpful to the students.
0146	more journals

Appendix C
College of Arts and Sciences
Spring 1997 Faculty Survey
Discipline Groups

Humanities Total=159	**Physical & Natural Sciences Total=343**	**Professional Programs Total=114**	**Social Sciences Total=238**
Dance & Theater-15 English-103 Foreign Language-41	Biology-101 Chemistry-52 Computer Science-47 Geography-18 Materials Science-5 Mathematics-74 Physics-46	Engineering Tech-24 Journalism-28 RTVF-33 Speech & Hearing-29	Communication-25 Economics-28 History-46 Philosophy & Religion -13 Political Science-39 Psychology-87

Appendix D
UNT Libraries
College of Arts and Sciences Faculty Survey
Spring 1997

Which of the UNT Libraries' facilities do you use? (CHECK ALL THAT APPLY)

____ (1) Electronic Business Library
____ (2) Library Annex
____ (3) Media Library
____ (4) Music Library
____ (5) Science and Technology Library
____ (6) Willis Library
____ (7) Do not use UNT Libraries' Facilities

8. How do you get information about the UNT Libraries? (CHECK ALL THAT APPLY)
____ (1) Personal contact with my departmental library representative
____ (2) Personal contact with library staff
____ (3) Personal contact with students
____ (4) UNT Libraries' Newsletter
____ (5) UNT Libraries' Home Page
____ (6) Other (please list): _____

9. How do you access the UNT Libraries' electronic resources? (CHECK ALL THAT APPLY)

____ (1) Office ____ (2) Home ____ (3) Physically visit library facilities

10. How would you prefer to access the UNT Libraries' electronic resources? (CHECK ALL THAT APPLY)

____ (1) Office ____ (2) Home ____ (3) Physically visit library facilities

11. Do you give assignments to your classes that involve use of information resources available through the UNT Libraries? (CHECK ONLY ONE RESPONSE)

____ (1) Yes ____ (0) No

Please indicate how satisfied you are with the following aspects of the UNT Libraries for the College of Arts and Sciences' students and faculty. (CIRCLE ONLY ONE RESPONSE PER ITEM)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
12. Weekday Hours	4	3	2	1	0
13. Weekend Hours	4	3	2	1	0
14. Summer Hours	4	3	2	1	0
15. Break Hours	4	3	2	1	0
16. Signs and Directions	4	3	2	1	0
17. Microform Equipment	4	3	2	1	0
18. Copiers	4	3	2	1	0
19. Willis Computer Lab	4	3	2	1	0
20. Faculty Computer Lab	4	3	2	1	0
21. Amount of Seating	4	3	2	1	0
22. Noise Level	4	3	2	1	0
23. Lighting	4	3	2	1	0
24. Temperature	4	3	2	1	0
25. Personal Safety	4	3	2	1	0

Please indicate how satisfied you are with the following resources and services as supports for your teaching and research. (CIRCLE ONLY ONE RESPONSE PER ITEM)

		Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Never Use
26.	Alliance for Higher Education	4	3	2	1	0
27.	Book Collection	4	3	2	1	0
28.	Circulation	4	3	2	1	0
29.	Custom Photocopy	4	3	2	1	0
30.	Electronic Databases	4	3	2	1	0
31.	Interlibrary Loan	4	3	2	1	0
32.	Internet/WWW Access	4	3	2	1	0
33.	Journal Collection	4	3	2	1	0
34.	Library Instruction	4	3	2	1	0
35.	Media Resources	4	3	2	1	0
36.	Microform Collection	4	3	2	1	0
37.	Reference by Appointment	4	3	2	1	0
38.	Reference Services	4	3	2	1	0
39.	Reserves	4	3	2	1	0

Please indicate the extent to which you agree or disagree with the following statements. (CIRCLE ONLY ONE RESPONSE PER ITEM)

		Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
40.	The UNT Libraries' staff provides knowledgeable assistance	4	3	2	1	0
41.	The UNT Libraries' staff provides friendly service	4	3	2	1	0
42.	The UNT Libraries' handouts are helpful	4	3	2	1	0
43.	The UNT Libraries' Home Page provides useful access to the World Wide Web (WWW)	4	3	2	1	0
44.	The University Library Committee provides adequate input to the UNT Libraries regarding faculty suggestions and concerns	4	3	2	1	0

45. What is your present classification? (CHECK ONLY ONE RESPONSE)

____ (1) Assistant Professor
____ (2) Associate Professor
____ (3) Professor
____ (4) Modified Service
____ (5) Adjunct
____ (6) Instructor
____ (7) Lecturer
____ (8) Teaching Fellow

46. Please indicate one thing about the UNT Libraries' services or collections you find most useful to your teaching and research:

47. Please indicate one thing the UNT Libraries might do to better support your teaching and research:

Thank you for your time.
Please return via campus mail by May 9th to Suzanne Byron/Libraries.

|__|__|__|__|__|__|
76 80